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PATENT
Attorney Docket No.: NUASI-00200

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:
Justin Broughton et al.
Serial No.: 09/774,944
Filed: January 30, 2001
For: **DIGITAL MULTIMEDIA
CONTACT CENTER**

) Group Art Unit: 2661
)
) Examiner:
) **TRANSMITTAL LETTER**
)
) 162 N. Wolfe Road
) Sunnyvale, CA 94086
) (408) 530-9700
)
) Customer No.: 28960
)
)

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Commissioner of Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Enclosed please find a Supplemental Information Disclosure Statement, a Certification pursuant to 37 C.F.R. § 1.97(e) for the Supplemental Information Disclosure Statement, and Form PTO-1449, including copies of the references contained thereon, for filing in the U.S. Patent and Trademark Office.

The Commissioner is hereby authorized to charge any additional fee or credit overpayment to our Deposit Account No. 08-1275. **An originally executed duplicate of this transmittal is enclosed for this purpose.**

Respectfully submitted,
HAVERSTOCK & OWENS LLP

Dated: 11-21-03

By: Thomas B. Haverstock
Thomas B. Haverstock
Reg. No.: 32,571

Attorneys for Applicants

CERTIFICATE OF MAILING (37 CFR § 1.8(a))
I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the U.S. Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to the: Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450

HAVERSTOCK & OWENS LLP.
Date: 11-21-03 By: [Signature]



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) Examiner:

) **CERTIFICATION FOR**
) **SUPPLEMENTAL INFORMATION**
) **DISCLOSURE STATEMENT UNDER 37**
) **CFR § 1.97(e)**

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Sir:

This certification is being made for the Supplemental Information Disclosure Statement accompanying this certification.

Certification

I, the person signing below, hereby certify that the printed publications contained in the enclosed supplemental information disclosure statement were cited either within Official Actions mailed on November 05, 2003 and November 10, 2003. **Accordingly, I hereby certify that no reference contained within this supplemental information disclosure statement was cited in a communication from a foreign patent office in a related foreign application, and, to the knowledge of the person signing the statement, after making reasonable inquiry, no reference contained within this supplemental information disclosure statement was known to any individual designated in §1.56(c) more than three months prior to the filing of this supplemental information disclosure statement. 37 C.F.R. 1.97(e)(2)**

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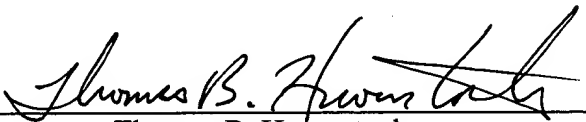
HAVERSTOCK & OWENS LLP.
Date: 11-21-03 By: [Signature]

Identification of Person Making Certification

The person making this certification is the attorney who signs below on the basis of the information in the attorney's file.

Respectfully submitted,
HAVERSTOCK & OWENS LLP

Dated: 11-21-03

By: 
Thomas B. Haverstock
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Sir:

The citations listed below, copies attached, may be material to the examination of the above-identified application, and are therefore submitted in compliance with the duty of disclosure defined in 37 C.F.R. §§ 1.56 and 1.97. The Examiner is requested to make these citations of official record in this application.

- U.S. Patent No. 5,848,143;
- U.S. Patent No. 5,903,642;
- U.S. Patent No. 6,049,603;
- U.S. Patent No. 6,094,479;
- U.S. Patent No. 6,122,364; and
- U.S. Patent No. 6,542,475 B1.

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HAVERSTOCK & OWENS LLP.
Date: 11-21-03 By: [Signature]

This Supplemental Information Disclosure Statement under 37 C.F.R. §§ 1.56 and 1.97 is not to be construed as a representation that a search has been made, that additional information material to the examination of this application does not exist, or that anyone or more of these citations constitutes prior art.

Respectfully submitted,
HAVERSTOCK & OWENS LLP

Dated: 11-24-03

By: Thomas B. Haverstock
Thomas B. Haverstock
Reg. No.: 32,571

Attorneys for Applicant